

Office of the Surgeon General's Lines of Effort Support
Building Capacity
SPC Miller
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Hello, my name is SPC Derek Miller. I currently serve as the NCOIC of our Internal Medicine Clinic here at Kimbrough Ambulatory Care Center. First off, I'd like to start out by saying that I support the Surgeon General's Army Medicine Strategy 2020, and I'm here to talk a little bit about Building Capacity.

Here in our Internal Medicine Clinic, we see it as our mission to provide the highest quality, safest, most efficient, family-oriented care possible. We utilize all of our staff to the peak of their licenses in an effort to provide the access to care our patients not only need, but are entitled to. Providing our patients with a true medical team, puts the patient at the center of our focus and builds a sort of loyalty between our patients and our providers that cannot be rivaled by any other facility. Our patients call our office directly and speak with a human being, and if our MSAs cannot completely satisfy the patient's needs, our in-clinic Nurse Care Coordinators, or essentially in-clinic Case Managers, will go to the ends of the Earth to ensure that the patient is completely taken care of.

When patients walk into our clinic, they're not just a number. They're MY patient.